

STATE OF INDIANA )  
COUNTY OF BOONE ) SS:

IN THE BOONE CIRCUIT COURT

AVC NO. 02-026

IN RE: DAN REYNOLDS,  
individually and doing business as,  
CUSTOM LAWN & LANDSCAPE )

MISCELLANEOUS DOCKET

Respondent.

NO.

060010204 MI 170

ASSURANCE OF VOLUNTARY COMPLIANCE

The State of Indiana, by Attorney General Steve Carter and Deputy Attorney General Terry Tolliver, and the Respondent, Dan Reynolds, individually and doing business as Custom Land & Landscape, enter into an Assurance of Voluntary Compliance ("Assurance") pursuant to Indiana Code §24-5-0.5-7.

Any violation of the terms of this Assurance constitutes prima facie evidence of a deceptive act. This Assurance is entered into without any adjudication of any issue of fact or law, and upon consent of the parties.

The parties agree:

1. Respondent is an individual engaged in the home improvement business, with a principal place of business at 10812 Deandra Dr., Zionsville, Indiana, 46077, and transacts business with Indiana consumers.
2. The terms of this Assurance apply to and are binding upon Respondent, his employees, agents, representatives, successors, and assigns.
3. Respondent acknowledges the jurisdiction of the Consumer Protection Division of the Office of the Attorney General to investigate matters hereinafter described, pursuant to the authority of Ind. Code §4-6-9-4 and Ind. Code §24-5-0.5-1, *et seq.*

4. Respondent agrees, pursuant to Ind. Code §24-5-11-10, in every home improvement transaction to provide a completed home improvement contract to the consumer before it is signed by the consumer. Respondent agrees that the contract must contain at a minimum the following:

- (a) The name of the consumer and the address of the residential property that is the subject of the home improvement;
- (b) The name and address of the home improvement supplier and each of the telephone numbers and names of any agent to whom consumer problems and inquiries can be directed;
- (c) The date the home improvement contract was submitted to the consumer and any time limitation on the consumer's acceptance of the home improvement contract;
- (d) A reasonably detailed description of the proposed home improvements;
- (e) If the description required by Indiana Code §24-5-11-10(a)(4) does not include the specifications for the home improvement, a statement that the specifications will be provided to the consumer before commencing any work and that the home improvement contract is subject to the consumer's separate written and dated approval of the specifications;
- (f) The approximate starting and completion dates of the home improvements;
- (g) A statement of any contingencies that would materially change the approximate completion date;
- (h) The home improvement contract price; and
- (i) Signature lines for the home improvement supplier or the supplier's agent and for each consumer who is to be a party to the home improvement contract with a legible printed or a typed version of that person's name placed directly after or below the signature.

5. Respondent agrees, pursuant to Ind. Code §24-5-11-11, that before the consumer signs the home improvement contract and before the consumer can be required to make a down payment, the Respondent must have agreed unequivocally by written signature to all of the terms of the home improvement contract.

6. Respondent agrees, pursuant to Ind. Code §24-5-11-12, that Respondent shall give a fully executed copy of the home improvement contract to the consumer immediately after the consumer signs it. The contract must also show the dates the Respondent and each consumer executed the contract.

7. Respondent, in soliciting and/or contracting with consumers, agrees to refrain from conducting any business activity in the State of Indiana unless those activities are in full compliance with the Home Improvement Contracts Act, Ind. Code §24-5-11-1 *et seq.*

8. Respondent agrees to refrain from conducting any home improvements until it has first obtained all necessary licenses required by law.

9. Respondent, in soliciting and/or contracting with consumers, agrees to fully comply with the Deceptive Consumer Sales Act, Ind. Code §24-5-0.5-1 *et seq.*

10. Upon execution of this assurance, Respondent shall pay consumer restitution in the amount of Two Hundred and Ninety-Two Dollars and Forty-Nine Cents (\$292.49) to the Office of the Attorney General on behalf of Loren and Barbara Bieberich, 18023 Promise Road, Noblesville, Indiana, 46060.

11. Upon execution of this Assurance, Respondent shall pay costs in the amount of Five Hundred Dollars (\$500.00) to the Office of the Attorney General.

12. Respondent shall not represent that the Office of the Attorney General approves or endorses Respondent's past or future business practices, or that execution of this Assurance constitutes such approval or endorsement.

13. Respondent shall fully cooperate with the Office of the Attorney General in the resolution of any future written complaints the Consumer Protection Division receives.

14. The Office of the Attorney General shall file this Assurance with the Circuit Court of Boone County. The Court's approval of this Assurance shall not act as a bar to any private right of action.

DATED this 17 day of April, 2002.

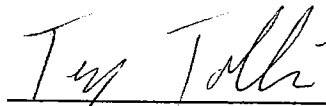
STATE OF INDIANA

RESPONDENT

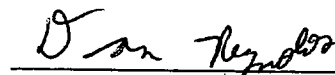
STEVE CARTER  
Indiana Attorney General

DAN REYNOLDS,  
individually and doing business as  
CUSTOM LAWN & LANDSCAPE

By:



Terry Tolliver  
Deputy Attorney General  
Atty. No. 22556-49



Dan Reynolds

Office of Attorney General  
402 West Washington Street, 5th Floor  
Indianapolis, Indiana 46204  
Telephone: (317) 233-3300

MAY 10 2002

APPROVED this \_\_\_\_\_ day of \_\_\_\_\_, 2002.



Judge, Boone County Circuit Court

STATE OF INDIANA ) IN THE BOONE CIRCUIT COURT  
) SS:  
COUNTY OF BOONE ) AVC NO. 02-026

IN RE: DAN REYNOLDS, )  
individually and doing business as, ) MISCELLANEOUS DOCKET  
CUSTOM LAWN & LANDSCAPE )  
Respondent. )

060910204 MI 1701

**APPEARANCE BY ATTORNEY IN CIVIL CASE**

**Party Classification:** Initiating

**FILED**

APR 25 2002

1. The undersigned attorney now appears in this case for the following party: Indiana Attorney General.

2. Applicable attorney information for service as required by Trial Rule 5(B)(2) and for case information as required by Trial Rules 3.1 and 77(B) is as follows: *for case*  
CLERK BOONE CIRCUIT COURT

Name: Terry Tolliver  
Atty. No.: 22556-49  
Address: Office of the Attorney General  
Indiana Government Center South  
402 W. Washington Street, 5th Floor  
Indianapolis, Indiana 46204  
Phone: (317) 233-3300  
Fax: (317) 233-4393  
Computer Address: ttolliver@atg.state.in.us

3. There are other party members: Yes ☐ No ☒

4. *If first initiating party filing this case*, the Clerk is requested to assign this case the following Case Type under Administrative Rule 8(b)(3): Miscellaneous

5. I will accept service by FAX at the above noted number: Yes ☐ No ☒

6. This case involves support issues: Yes ☐ No ☒

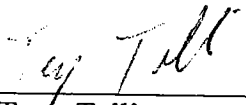
7. There are related cases: Yes ☐ No ☒

8. This form has been served on all other parties. Certificate of service appears below:  
Yes ☐ No ☒

9. Additional information required by local rule: N/A

STEVE CARTER  
Attorney No. 4150-64  
Indiana Attorney General

By:

  
Terry Tolliver  
Deputy Attorney General  
Attorney No. 22556-49

Office of the Attorney General  
Indiana Government Center South  
402 West Washington Street, Fifth Floor  
Indianapolis, Indiana 46204  
(317) 233-3300